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Not applicable

## **IT Service Management**

Police, Fire and Crime Commissioner for Northamptonshire

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-016705

Procurement identifier (OCID): ocds-h6vhtk-045883

Published 29 May 2024, 10:49am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Police, Fire and Crime Commissioner for Northamptonshire

Darby House, Darby Close, Park Farm Industrial Estate

Wellingborough

NN8 6GS

#### **Contact**

Claire Fox

#### **Email**

[claire.fox@northants.police.uk](mailto:claire.fox@northants.police.uk)

#### **Telephone**

+44 7557778742

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

n/a

**Internet address(es)**

Main address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/105822>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/105822>

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

IT Service Management

Reference number

OPFCC Northamptonshire

#### **II.1.2) Main CPV code**

- 48620000 - Operating systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Northamptonshire's Police Fire and Crime Commissioner is looking to procure a joint IT Service Management (ITSM) platform for Police and Fire customers.

The IT Technical Support team currently have to use two ITSM platforms, one an older version (for Police) and more recent version for Fire.

The Police system has on average 2.2k incidents and requests coming through each month, Fire has approximately 120.

The two-system set up has proved to be a significant complication for Technical Support teams as well as for business customers.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2024/S 000-014927](#)

## **Section VII. Changes**

### **VII.1) Information to be changed or added**

### **VII.2) Other additional information**

Bidders response date changed to 10th June 2024.